Service Types

Introduction

In WiSACWIS, services provided to children and families are distinguished by Service Category and Service Type. A Service Category is a generalized term that defines a group of specialized Service Types. For example, a Service Category of Foster Home – General License contains the more specific Service Types of Foster Home General License 0-4 years, Foster Home General License 5-11 years, Foster Home General License 12-14 years, Foster Home General License 15+ years, and Foster Home General License – AWOL. Grouping like service types together by service category provides workers with a more efficient way of accessing the needed service types.

Service types are used throughout WiSACWIS to identify services that are being provided. In WiSACWIS service types are used for documenting placements, creating and documenting payments, and documenting services for plans such as the Case Plan and Safety Plan. For example, while a service type of Foster Home General License 0-4 years would be used when documenting a child's placement it would not be used when documenting services on a case plan. Likewise, a service type of Parenting Education Classes would be used to document a service on a case plan, but it would not be used when documenting the child's placement

This handout will outline the process to follow to ensure that the service types needed for the County are available in WiSACWIS. Additionally, this document will provide information on the service types validation process.

The Service Types Process

Since a number of baseline service types have been set-up in WiSACWIS, the first step in the service types process is to determine which of the existing baseline service types meet the County's needs. A Service Type Key that provides a detailed description for the existing service types may assist with the County's decision making process.

A service type spreadsheet will be used to document which of the existing service types are needed by the County, if each service type is paid or non-paid, and whether the pay rate is provider specific or service specific. Information provided on the spreadsheet will be used by the WiSACWIS team to modify the existing baseline service types to meet the County's requirements.

Additionally a county may choose to add new service type on the spreadsheet. Please follow the instructions on the spreadsheet for adding new services.
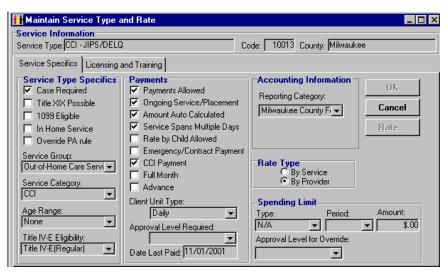
The county must use the baseline eight Kinship service types. The county may not add additional Kinship service types, nor change the names of the existing baseline.

The county will return to the WiSACWIS implementation team an electronic version of the spreadsheet during the Week 2 of implementation.

The Service Types Validation Process

Once the WiSACWIS team has modified the service types for the County, the County will be asked to validate each service type. The County performs the validation process by accessing the Maintain Services window (Exhibit 1 shows the Maintain Services Type and Rate window) in WiSACWIS to verify that information for each Service Type has been set-up correctly. A WiSACWIS team member will meet with the County to discuss the Maintain Services Type and Rate window during the implementation process.

Exhibit 1: Maintain Service Type and Rate window

County Service Type Set-up

How are the Service Type spreadsheet and Service Type Key tools used?

A baseline of existing service type information has been established for the County. A Service Type spreadsheet and a Service Type Key will be provided to the county as tools to be used in documenting which modifications are needed to customize the baseline service types to meet the needs of the county. The service types listed on the Service Type spreadsheet and Service Type Key have been divided into three categories based upon their uses in WiSACWIS. The three categories are listed below.

- Service types used for documenting placements.

- Service types used for creating payments and documenting placements.

- Service types used for documenting services for plans such as the Case Plan and Safety Plan.

The Service Type spreadsheet includes two sections. The first section lists the existing baseline service types along with the baseline values that document which service types the county will use, if the service type is one for which payments are made, and whether the rate is service specific or provider specific. Each county will use this section to modify the existing baseline service values based on the business process of the county. The second section on the spreadsheet will let each county to document additional service types to add based on each county's needs. Listed below is detailed information regarding the columns on the Service type spreadsheet.

Existing baseline Service Type

- **Service Code** – This is the unique service code for each service type. A county performing automated conversion will use these codes in their conversion process. New service codes will have to be generated for new service types.
- **Service Type** – The Service Type column lists each Service Type that exists in WiSACWIS.
- **Will Be Used By County** – The County needs to document their desire to use the service type by documenting a "Yes" in this column. If the County will not use the service type, then a "No" needs to be documented in this column.
- **County Pay Status (Paid/Non-Paid)** – If the County indicated they will use the service type, then the County needs to indicate "Paid" in this column if the service is one for which payments are made or "Non-Paid" if payments are not generated for this service.
- **County Pay Rate** – If the County documented a "Paid" service type, then the county needs to indicate whether the rate is Provider Specific or Service Specific. Please highlight rows that need to be changed from the baseline. An example of a Service Specific Rate, is the service type Foster Home General License 0-4 years. Added to the basic rate are the supplemental, administration, and exceptional fee. The three additional fees are specific to each placement. An example of a provider specific service type is CCI-JIPS/DELQ, where each provider offering this service is paid at a different rate. Likewise
- **Comments** – This column can be used for the county to make comments regarding the service type as needed.

Additional Service Type Requests by County

- **Service Type -** Enter the service type description for the new service type which is not listed on the baseline.
- **Service Group** – The hierarchy of service type is as follows: Service Group, Service Category, and Service Type. Select the corresponding service group for the service type from the drop-down box.
- **Service Category** – Select the corresponding service category for the service type from the drop-down box.

- **New Service Category** – If none of the existing service category fits for the service type, enter the desired service category in this column.
- **County Pay Status** – Select the corresponding pay status for the service type. Non-Paid means payments are not generated for this service. Paid-Service Rate means the paid rate is based on the service type. Paid-Provider Rate means the paid rate is based on the specific provider.

The Service Type Key provides the County with definitions for various service types in an effort to clarify the meanings of the service types. For example, the Service Type Key indicates that a service type of CCI-JIPS/DELQ is used to document a placement in WiSACWIS. The Service Type key defines that this service type is "used to document a placement in a Child Caring Institution in which the child currently has an open/active JIPS petition or has been found delinquent by the courts." This definition may assist the County with the decision to use or not use this service type and to identify any modifications needed for it to fit the business process of the county.